



# ADMINISTRATIVE NOTES

Newsletter of the Federal Depository Library Program

Vol. 13, no. 8

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April 15, 1992

## Depository Public Service in the 1990's

### *1992 Federal Depository Conference*

April 5 - 10, 1992  
Rosslyn Westpark Hotel  
Arlington, Virginia

#### Schedule of Events

##### Sunday, April 5

Regional Librarians arrive at Westpark Hotel.  
Informal pre-dinner get together in hotel lobby (6:00 p.m.)

##### Monday, April 6

#### **Regional Federal Depository Seminar (9:00 a.m. - 5:00 p.m.)**

[Although this program is earmarked for Regional Librarians, all other interested individuals are welcome to attend as observers.]

##### **Morning Session**

Alternative Funding Sources for Regionals

- Sarah Collins, Director, Foundation Center New York Office Library

Consulting with selectives on their electronic information program needs

- Julia Wallace, University of Minnesota

**Working Lunch** - Academic, Public and State Libraries will form lunch groups and talk about common challenges and initiatives. (11:30 a.m. - 1:30 p.m.)

### **Afternoon Session**

#### **Outreach to Selective Libraries**

- Mary Redmond, New York State Library
- Steve Beleu, Oklahoma Department of Libraries

#### **Effects of online cataloging on usage of documents in Regional Federal Depository Libraries**

- Jim Noel, Louisiana State University
- Gary Cornwell, University of Florida

#### **Wrap Up**

- Steve Beleu, Oklahoma Department of Libraries

**Adjourn (4:30 p.m.)**

**Tuesday, April 7**

### **Tours of Area Libraries & Site Visit**

#### **Morning Session**

U.S. Department of State  
Library  
Room 2442C, NS  
2201 C Street, N.W.  
Washington, DC 20520

U.S. Environmental Protection Agency  
Information Management Division  
401 M St., SW  
Washington, DC 20460

(Site visit will include a focus group session on strengthening public access to EPA information products.)

Georgetown University Law Center  
Edward Bennett Williams Library  
111 G Street, N.W.  
Washington, DC 20002

U.S. Government Printing Office  
Library Programs Service  
732 N. Capitol Street  
Washington, DC 20401

**Afternoon Session**

Optional tour of:

Library of Congress  
1st Street & Independence Avenue, S.E.  
Washington, DC 20540

- All tours and the site visit are fully booked. You are registered for a tour if you received a confirmation letter.

**Wednesday, April 8**

**Federal Depository Library Program Seminar (9:00 a.m. - 4:00 p.m.)****Morning Session**

Welcome & Remarks

- Robert W. Houk, Public Printer

Public Service Initiatives

- Wayne Kelley, Superintendent of Documents
- Judith C. Russell, Director, Library Programs Service

Public Access in an Electronic Environment

- Jane Bartlett, Manager, Information Technology Program
- Joseph C. McClane, Chief, Depository Services

A-130 Revised: New Policies to Enhance Public Access to Government Information

- Peter Weiss, Senior Desk Officer, Information Policy Branch, Office of Management and Budget

**Lunch (11:30 a.m. - 1:00 p.m.)**

**Afternoon Session****Public Service Issues**

Depository Library Council

- Gary Cornwell, University of Florida (Council Chair-elect)

Regional Federal Depository Library Seminar

- Steve Beleu, Oklahoma Department of Libraries

**ALA Government Documents Round Table**

- Linda Kennedy, University of California, Davis, Chair

**Public Service in an Electronic Environment**

**Policies & Procedures**

- Duncan Aldrich, University of Nevada-Reno

**Online Catalogs - two approaches**

- Maureen Harris, Clemson University
- Larry Romans, Vanderbilt University

**Adjourn (4:00 p.m.)**

**Thursday, April 9**

**Federal Agency Seminar (9:00 a.m. - 4:00 p.m.)**

**Morning Session**

**Federal Publishers**

**Census Electronic Data Dissemination**

- John Kavaliunas, Chief, Data User Services, Bureau of the Census

**National Trade Data Bank**

- Paul Christy, Acting Director, Business Statistics & Information Division, Department of Commerce

**Energy Information Administration's Role in the Federal Information System**

- Dr. Calvin A. Kent, Administrator, Energy Information Administration

**Lunch (11:30 a.m. - 1:00 p.m.)**

**Afternoon Session**

**United States Geological Survey**

- Wendy Hassibe, Chief, Earth Science Information Management Branch, U.S. Geological Survey

**International Exchange Service**

- Alma Mather, Head, Federal Documents Section, Exchange & Gifts Division, Library of Congress



## Information Exchange Session

- Library Programs Service Staff

**Station 1**

GPO's Electronic Future  
Pilot Project Results  
Bulletin Board, etc.

**Station 2**

Distribution, Microfiche Claims,  
ACSYS, Classification, etc.

**Station 3**

Bibliographic Control Issues  
Cataloging, Monthly Catalog

**Station 4**

Depository System Issues  
Depository Requirements  
Inspections, Training, Networking,  
Outreach

**Station 5**

Depository Library Council  
Discussion Topics

**Adjourn (4:00 p.m.)**

**Friday, April 10**

**Public Service Seminar (9:00 a.m. - 12:00 noon)**

## Effective Public Service

- Dr. Thomas Childers, Professor, Drexel University

## Current CD-ROM Technology

- Sheldon Z. Fisher, Director, Technology Resource Center, U.S. Department of Education

## Depository Public Service in the 1990's, Wrap Up Session

- Joseph C. McClane, Chief, Depository Services
- Judith C. Russell, Director, Library Programs Service

**Adjourn (12:00 noon)**




## Electronic Product Information Responsibilities Re-Assigned

In December 1991, the Superintendent of Documents, Wayne Kelley, established a team of GPO staff to complete the evaluation of the five electronic pilot projects and prepare reports for dissemination (see status report below). This team is headed by Mark Scully, former Library Programs Service (LPS) director, and includes the manager of the LPS Information Technology Program (ITP), Jane Bartlett.

As the pilot project evaluation has become the first priority for all team members, other ITP activities have been reassigned from Jane to the appropriate LPS units. Questions about electronic product acquisitions are being handled by Sheila McGarr and the Depository Administration Branch (202/512-1071). Communications about electronic public service issues, including submissions for the Electronic Corner, are being managed by Joe McClane and the Depository Services Staff (202/512-1119).

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### Electronic Pilot Project Status Report

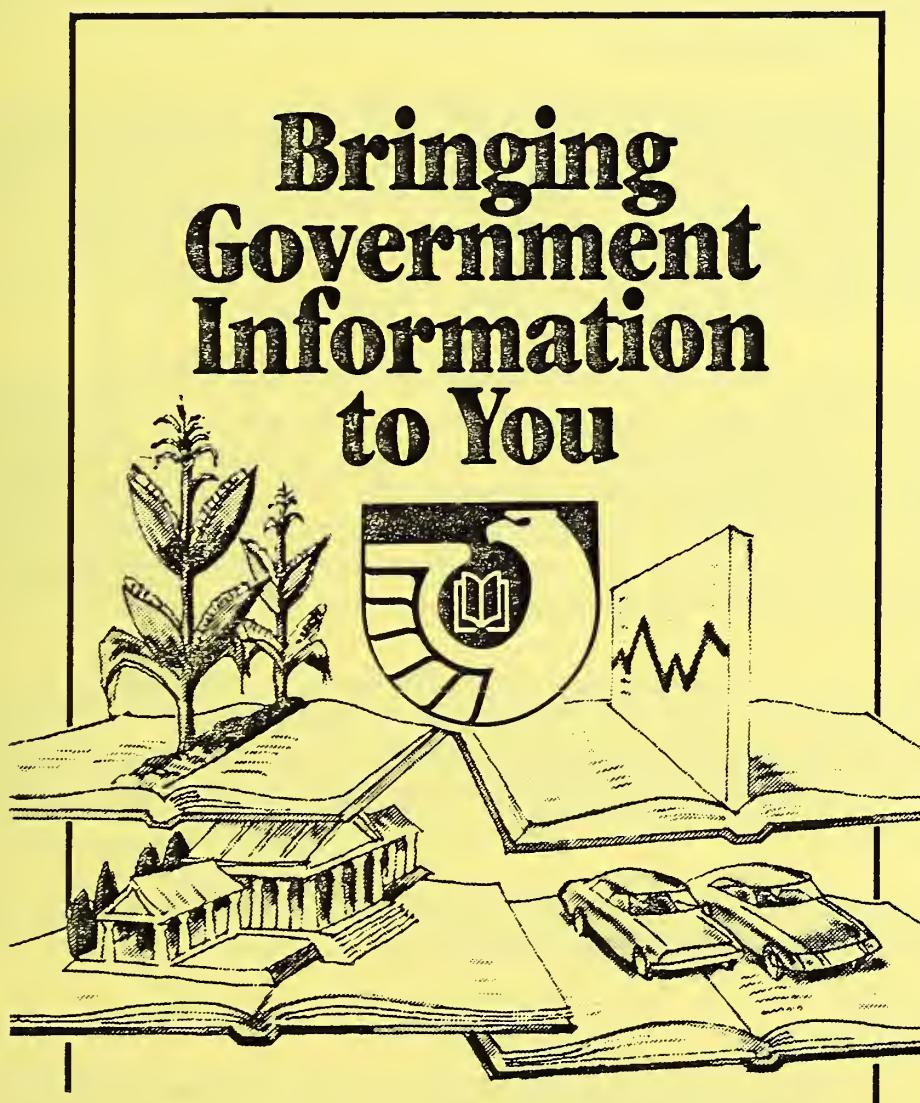
As noted above, evaluation of the five electronic pilot projects is actively underway. The current status of each of the 5 pilots is as follows:

1. 1985 bound Congressional Record on CD-ROM pilot: The team has completed a first working draft of the project report, and that draft is being reviewed by the General Accounting Office (GAO) as technical advisors to GPO on the pilot project activity.
2. Economic Bulletin Board (EBB) online pilot project: Computer files containing project data have been transferred from GAO to GPO, and data analysis is underway.
3. Environmental Protection Agency's Toxic Release Inventory (TRI) CD-ROM pilot: Project data files have been transferred from GAO to GPO, and data cleanup is nearly complete. Preliminary review of project data has begun.
4. Census Bureau's CD-ROM pilot project (including the Test Disc No. 2 and seven other Census CD-ROM products): The data collection activity for this pilot was completed in March, and the data is in the data entry phase at GAO.
5. Department of Energy (DOE) pilot: Management and evaluation of the project is being conducted by DOE staff, with the final report scheduled for delivery to GPO no later than May 1, 1992.

Reports on the individual pilot projects will be issued as they are completed. A final summary report covering all the pilot projects is planned for release in the summer of 1992.

## GPO Sales Order Phone Number

GPO's phone number for ordering publications is 202-783-3238. GPO does not have a toll-free telephone number for the Sales program. An 800 number has been established by the GPO Inspector General for reporting drug activity, fraud and abuse. That number cannot be used to order publications from the Sales Service.



## Federal Depository Library Program



## **Federal Publishers Committee Discussion On Electronic Publishing**

**Subject:** Delivery of Electronic Information to Federal Depository Libraries: An Opening Discussion Electronic Publishing Roundtable

**Date:** April 6, 1992 - 10:00 a.m. to 12 noon

**Location:** Government Printing Office, Hayden Room

One of the important functions of GPO is broad dissemination of Federal information. One method used is distribution of printed documents through the Federal Depository Library program which makes this information available to over 1,400 libraries located throughout the U.S.

Many Federal agencies are now distributing or planning to distribute electronic information products that substitute for or supplement existing printed information. Offering these electronic products to depository libraries is not as straight-forward as offering printed material. Many issues exist such as user support, training, documentation, recovery of operational costs, etc. All of these issues are of concern to the depository library community, GPO, and the issuing agencies.

The next meeting of the Electronic Publishing Roundtable will begin to address these issues. Judy Russell, Director - Library Programs Service, will provide an overview of the depository library program and provide agencies with a brief summary of library concerns about electronic information products. Following the overview, the floor will be opened to a discussion of existing and new electronic products agencies may be planning, how these products could be incorporated into the depository library program, and allow agencies to express opinions and/or concerns about how these products are provided.

This meeting is not intended to provide all the answers on electronic dissemination to libraries. It is designed to start what may be a long, ongoing discussion on how best to meet the needs of the information using community through new electronic products and services. Please plan to attend, bring your ideas, and participate in this important discussion.

(Attendees at the Federal Depository Conference are welcome to attend this session. Space in the meeting room is limited, however.)

### **Directions to GPO:**

If you are traveling by Metro, take the Red Line to Union Station and use the First Street, NE exit. GPO is one block west. If you are driving, some metered street parking is available on side streets. Visitor parking is usually available in GPO lot #50 at First and H Streets, NW (the lot officer will give you a pass).





## Spring 1992 Depository Library Council Meeting Discussion Topics

The Spring 1992 Depository Library Council meeting will be held at GPO on Tuesday, April 28, from 8:30 a.m. to 3:00 p.m. A complete agenda for the meeting was published in the March 31, 1992 issue of Administrative Notes. The theme adopted for discussion at this meeting is "GPO and its Electronic Future." To aid in the discussion, Council members have prepared a number of detailed outlines, each dealing with a specific topic within the broader issue of electronic dissemination of government information. The outlines were designed to be narrow enough to focus discussion on specific issues, yet broad enough to offer GPO a variety of strategies and alternatives for the future.

In order for these outlines to serve as an effective medium for discourse, it is imperative that Council members receive input from the user community on each of these topics. Toward that end, the DLC is asking that you review the following outlines and provide Council with any salient comments that you may have. Council members will be available to receive your comments at the Federal Depository Conference (April 8-10) or you may respond directly to the "Discussion Topic Coordinator" listed below:

### I) Structure of GPO Interface and Its Implications

#### Coordinator:

Bob Oakley  
Director, School of Law Library  
Georgetown University  
111 G Street NW., Room 205  
Washington, DC 20001

Phone: (202) 662-9160  
Fax: (202) 662-9202  
Email: ROAKLEY@GUVAX.BITNET

### II) Types and Specific Databases for Loading on the Internet

#### Coordinator:

John Weiner  
Energy Information Administration  
U.S. Department of Energy  
EI-23, Room 2HO87 Forrestal  
Washington, DC 20585

Phone: (202) 568-6537  
Fax: (202) 568-0114

### III) Benefits

#### Coordinator:

Sandy Morton  
Director of Governmental Relations  
Special Libraries Association  
1700 18th Street NW  
Washington, DC 20009

Phone: (202) 234-4700  
Fax: (202) 265-9317  
Email: RDUGAN@GUVAX.BITNET

IV) Technical Support

Coordinator:

Kay Schlueter  
Director  
State Law Library  
Price Daniel Senior Building  
Austin, Texas 78711

Phone: (512) 463-1722  
FAX: (512) 463-1728

V) Risk Assessment

Coordinator:

Gary Cornwell  
Federal Documents Librarian  
University of Florida Libraries  
Documents Department  
Library West  
Gainesville, Florida 32611

Phone: (904) 392-0366  
Fax: (904) 392-7251  
Email: GARCORN@NERVM.BITNET

The deadline for forwarding comments to Council members is Friday, April 24. Comments received by this date will assist Council members in their preparations for the DLC meeting.

Council members will spend Monday, April 27, at GPO preparing for the Council meeting. They will arrive at 9:00 a.m. and will probably complete their preparations by mid-afternoon. While the activities on Monday are open to spectators, it should be emphasized that this is essentially an opportunity for Council members to organize their materials and complete their preparations for the meeting with the Public Printer on Tuesday.

This time has been set aside so that Council members can review their outlines and the related comments, identify facilitators for the various discussion topics, and prepare strategies for the DLC meeting. Bill Hohns, the Deputy Public Printer, and Paul Peters, president of the Coalition for Networked Information, have been asked to be present part of Monday morning as resource persons to assist Council members with their preparations. They will not be making formal presentations to either Council or GPO.

The members of the Depository Library Council sincerely hope that you will take this opportunity to review the discussion topics and, through your comments, become involved in the advisory process.

## Depository Library Council Tentative Outline of Issues

### Topic I - Structure of the Interface and Its Implications

#### I. Structure of the GPO Electronic Interface

##### A. Gateway to agency databases

###### i. Major advantages

- a. One point of access--one phone no., etc. for users to know.
- b. One interface with instructions on how to access the files of the different agencies.
- c. Direct access to full files rather than subsets

###### ii. Problems

- a. Would require a large number of access ports provide access for a large number of simultaneous users.
- b. Each agency is likely to have different database management systems, access protocols, log ons, security, etc. There would need to be some user assist to get through these. See lb, above.
- c. Agency databases may not be formatted for easy end user access. Librarians will have to become familiar with the structure and access methods for many of these databases.
- d. May require substantial GPO investment.
- e. Will require close cooperation between GPO and the agencies.

##### B. Enhanced value of GPO databases

###### i. Potential conflict with the traditional role of the private sector.

###### ii. Need to find a way to provide useful databases- a certain amount of value adding is necessary--without interfering with the role of the private sector.

- a. GPO should not be limited to distribution of raw data. Even preparing a book organizes the material and adds contents, indexes, and probably some description or analysis. No reason there shouldn't be an equivalent of value added for electronic information.
- b. User friendly front end software a minimum.
- c. Find ways to exploit electronic technology to improve document access for users in ways that might be different from print technology.
- d. But leave room for the private sector take it further.

##### C. Alternative means of Access (Note: issues raised under one alternative may also apply to one or more of the others.)

###### i. Internet/NREN

- a. Internet is becoming an increasingly important means of communication in the U.S. Traffic on the Internet doubles every six months.
- b. Access
  - 1) Academic libraries tend to have access.
  - 2) Public libraries, school libraries, state, court and county libraries, and other kinds of libraries mostly do not now have access. It may be possible in the future for them to obtain connections through their state and local networks.
  - 3) Need for expanded means of public access to the Internet.
  - 4) Hardware configuration required--does the standard hardware platform



approved by Council, in the spring of 1991 meet the need. Probably yes.

- 5) FTP file transfer through the Internet will permit access to and direct delivery of documents.

c. Cost

- 1) Cost to G.P.O. to become a node on the network. Probably not a great deal of money involved. More money will be involved if the decision is made to develop large databases that are stored and maintained at G.P.O.
  - a) Hardware costs, etc.
  - b) cost of providing user support to libraries.
- 2) Cost to individual libraries to get access to the Internet, if they have not already done so.
- 3) Cost of datastorage at GPO
- 4) Cost of storing downloaded data in the local library. Libraries may not have sufficient disk space to store large quantities of data locally.
  - a) storage off-line, on disks, etc.
  - b) storage online.
  - c) Cost of providing user assistance to the downloaded information.

d. Service programs for depository users of electronic information.

- 1) Will data be stored at G.P.O. for remote access and downloading or will it be sent on a list to those who have selected the item.
- 2) What kind of assistance will be needed
- 3) Need for directory of databases available over the internet.
- 4) How will librarians be trained - Local libraries may not have the technical talent needed to access, download, manipulate data and deal with the technical problems.
- 5) Will depository library users be allowed to access the system directly, or will there always have to be a librarian intermediary

e. Political issues

- 1) Financial or political constraints could delay building or implementation of the NREN.

ii. Telephone Networks

- a. Capability to handle large volumes of data in reasonable amounts of time--9600 baud is too slow for the volumes under consideration here.
- b. Cost 5 issues
  - 1) Will depository libraries have access to an 800 number or other means of low cost access.
  - 2) If not, the cost of continuous long distance calling is likely to be prohibitive.
  - 3) How many incoming lines will G.P.O. need to handle the traffic.

c. Accessibility from home, either direct or through the local depository library.

iii. Satellite/Broadcast

- a. Advantages
  - 1) High speed data transmission
  - 2) Most cost effective for GPO
- b. Access issues
  - 1) Few libraries have this capability now
  - 2) What arrangements would have to be made to share information received by the libraries with the equipment with those libraries that do not have

the equipment - Does this imply a multitiered structure for the Depository program?

- 3) Would such libraries receive some Federal aid to help them carry out that function?
- c. Broadcast implies large quantities of data will be received and stored in the library.
  - 1) Implications
  - 2) Cost
  - 3) Service
- d. Technical requirements on both ends.
  - 1) Computer, antenna (probably a small dish), radio receiver or transmitter, interface device.
  - 2) Cost to G.P.O. and the library to set up appropriate stations. Could some of the local costs be supported with Federal dollars to get over the initial barriers
  - 3) Standards--Need to follow appropriate standard protocols for data transmission.

#### iv. Comments on SEND, FIND, INTERACT

- a. Three part program accepts affirmative responsibility for disseminating government information in electronic form--we approve.
- b. However, a lot is unspecified.
  - 1) some of these have been alluded to above--see comments under satellite broadcast, etc.
  - 2) FIND--A universal finding device for government information would be very useful.
    - a) But, is there a turf battle here - OMB has been charged to do this for years and has failed; NTIS is now supposed to be working on a feasibility study to do this under the National High Technology Pre-Eminence Act; it looks like the charge to GPO to produce the Monthly Catalog; and NARA and LC may also have some interests here.
    - b) Review McClure studies for recommendations.
  - 3) SEND--See discussions above on Internet and Satellite Distribution
  - 4) INTERACT--
    - a) A database in house at GPO will meet a real, important need for those people who don't acquire the information routinely under SEND, and for members of the general public.
    - b) The ease of use of the system will be critical to its success. user friendly software good commitment to user support.

Submitted by: Bob Oakley, Miriam Drake, Sioux Plummer

## Topic 2 - Types and Specific Databases for Loading on the Internet

What are the criteria for choosing which databases are loaded first and which one(s) should be chosen?



The choice should guarantee an early success for GPO and the agency sponsor. GPO may need to select an agency that is both willing and well-heeled, in addition to having a product that is already up and running. Also, there might be candidate products already on the Internet. If so, they should be among the first in line.

The choice should be of a product that is simple to access and manipulate. Is network access to a CD-ROM (using GPO as a file server) less technically challenging than access to a bulletin board?

User priorities should be taken into account. ALA published a list of priority databases when WINDO was introduced, and GODORT recently named its top 10 (attached).

GPO's current priorities should be taken into account. GPO is aiming to have the Congressional Record on line by the end of FY 1993. The Internet initiative probably needs a success sooner than a year and a half from now.

**Recommendation:** Choose a high library priority, lower-tech database of a manageable size, published by a cooperative agency. Cendata and NTDB would be two logical choices. Also, GPO may be interested in loading the Monthly Catalog, and the incentive for cooperation, investment and success certainly exists in that instance.

#### **How would additional databases be chosen?**

A complete plan may have to await the formal establishment of the "gateway" and experience with the early experiments, so libraries can judge how much technical support is required to service a particular type of database and whether it is being provided.

Nevertheless, the next databases ought to be the top priority ones chosen from the top 10 list in an order which takes into account the other criteria listed above. More importantly, GPO should set up implementation teams, with representation from (at least) the sponsoring agency, GPO, and one or more user libraries. The number of databases loaded will be limited only by the number of teams GPO can set up. Obviously, the Federal Register should, if possible, head the list. As above, since GPO will be converting the Congressional Record, it would also be a likely candidate.

The team building/selection process should be an open one. Possibly, an agency/GPO/DL coordinating council for Internet access should be formed, to work on choosing target databases and on setting up individual implementation teams.

#### **What outreach activities should GPO undertake?**

Why is outreach necessary? The success of the Internet initiative will require large-scale cooperative efforts. Agencies (as well as libraries) need to feel they are part of the process, especially since they will have to invest their own time and, possibly, money. In many cases, agencies have satisfied their legislative or mission mandates by developing and opening their bulletin boards or CD-ROM programs. Who and how many use them is less critical.



GPO makes much of its visits to agencies, by which it purportedly keeps track of agency activities and issues and lets agencies know about GPO and its services. Some observers believe these outreach efforts are highly selective, principally to the traditional high-volume producers. Outreach for the Internet initiative should be much more open and better focused. A public call to all agencies who produce electronic products, offering the opportunity for Internet distribution to the nationwide DL system could be done through the Internet, should generate a number of agency responses, particularly from those with less visible and well-known (but not necessarily less valuable) products.

Another good vehicle for outreach and feedback would be a "GPO on the Internet" newsletter, both in paper and electronic forms. It could be one of the products on the Internet, either freestanding or as a file on the LPS bulletin board. In addition to telling agencies and libraries about the status of product conversion, it could solicit information about, and publicize, new agency electronic products and services. It could also serve as an opinion forum.

An additional vehicle is the open meeting (like the April 6 meeting of the FPC's Electronic Dissemination Roundtable - see page 6) or conference. The Federal Depository Conference could be recast as a user/provider conference; or, a periodical "GPO on the Internet" conference or seminar might be a worthwhile investment.

Submitted by: John Weiner, Susan Tulis, Janet Fisher

### GPO WINDO Database Wish List

#### GODORT

Priority	Title
	Agricola
	ATFI (Federal Maritime Commission)
5	Bill Digest
	Budget
4	Cendata
	CIDS (Agriculture, Dept. of State)
3	Code of Federal Regulations
8	Commerce Business Daily
7	Congressional Record
	EASE (Navy procurement)
2	Economic Bulletin Board
	EDGAR
	ERIC
	Energy Research Abstracts (DOE)
	Federal Acquisition Regulations
	FTC Campaign Contributions
1	Federal Register
	FDA Bulletin Board
	FOIA databases

- 9 GPO Monthly Catalog
  - Hermes
  - Juris (Dept. of Justice)
  - Labstat (Dept. of Justice)
  - Library of Congress Scorpio System
  - Medline
  - NASA Star System
  - NCJRS (National Criminal Justice Reference Service)
- 6 NTIS Research Abstracts
- 10 National Trade Data Bank
  - PTO Automated Patent System
  - Toxic Release Inventory
  - Tox Line

### Topic 3 - Benefits

Our colleague on the Depository Library Council, Bob Oakley, made a number of good points in his letter to Janet Fisher following the Council's teleconference in January. Bob stated that:

"The purpose of the depository program in general is to benefit the nation

- it promotes the accountability of government by making information about the government and its work available to the citizens at large
- it makes useful information available to individuals, farmers, and entrepreneurs
- it makes information available to scholars and researchers in many different disciplines."

Bob went on to discuss the "have-nots" and said: "...it is important not to stop by simply asking the question who would not benefit. Rather, it is important to go on and identify the means by which information can be made available to everyone, whether they have the technology available or not."

#### Who Benefits

1. Business -- small ones could access information for free or low-cost or could purchase value-added from other organizations.
2. Larger businesses/corporations/vendors/value-added producers -- could obtain information directly from agencies or through the depository system.
3. Education/schools (k-12) --
4. Education/Universities/post-secondary--
5. State/local governments --
6. The public-at-large -- we must examine, closely, how the "public" fits in. They are the missing ingredient. In too many cases, John Q Public is left out in the dark as we examine the stakeholders.

## Alternatives

The group made a number of assumptions here.

### 1. Technology in the Depositories

We cannot assume that all depositories have access to the latest technology. If we assume that there is a "minimum" level of technology which a depository must have, then the small rural and poor urban areas may not be served by the system. If libraries and other institutions became electronic depositories, segments of the public could be underserved. Regionals could be overburdened if the task of disseminating electronic information to the "have-nots" is thrust on them.

### 2. Networking

**The assumption of the committee is that GPO will get on the Internet.**

Regional (state, local, etc.) networks vs. the Internet. This question would be moot if the NREN becomes "all it can be." But those answers are a long way off. Where would small libraries fit in? Will they be networked directly? Through universities? Through a federal node? Now, regional/state/local networks offer local, easier, dial-in access. Offer resources sharing, localized information, etc. Can/should GPO work with those networks to get information to those not on Internet?

State Data Centers -- often have dial-up bulletin boards and will distribute electronic information on disk or in printed form for no or low cost.

### 3. Format

Don't discontinue print format just because electronic information is available. It should not be an either/or situation. How to convince federal agencies not to limit information dissemination to electronic format since segments of the public would be unable to access that information. Should agencies be required to distribute data on as needed/request basis if it's only in electronic format? Should agencies provide information in paper/microfiche? Are we overstepping our charge if we look for a requirement on agencies to go beyond what they would produce for their primary users? If produced only in electronic format, who has the responsibility to provide in other format to end-user? Who pays for this? What is the agency mission? Should GPO be responsible for providing non-electronic information to those libraries/citizens without access to new technology? What is the responsibility of the depository? Should the assumption be that if a library wants to be a depository, it has to bear the responsibilities that come with it?

## Publicity/Awareness

1. Marketing --how to get the word out - Is it GPO's responsibility/is it depository libraries' responsibility
2. Examine the consumer information program (out of Pueblo, CO), look to it as a model
3. How to get information to schools
4. Brief articles placed in appropriate publications--popular magazines, subject oriented. There is a need to examine those untapped areas.
5. TV/radio--what is the "hook", how to make it interesting and newsworthy



6. GPO needs to do more outreach --"traveling road show"

- \* library meetings (not just ALA and not just sales program), NTIS/DTIC/LC show their "wares" at many of these meetings
- \* education meetings (NEA, PTA etc.)
- \* sci-tech meetings
- \* media organizations -- let them be aware of what timely and free information is available from depositories
- \* other "trade" shows
- \* continue working and networking with federal agencies so that they will know the benefits of cooperating with GPO/DLP

Submitted by: Chris Kitchens, Sandy Morton, BJ Swartz

## Topic 4 - Technical Support

### Introduction:

As stated in GPO/2001: Vision for a New Millennium, "People intuitively know how to access and use printed documents. We [GPO] must strive to make access to, and the use of, electronic documents just as easy". This is the essence of the technical support question. What activities or procedures does GPO need to organize in order for librarians and other depository users to find information in an electronic format as simply as they do by consulting a printed document's table of contents, index, and text? In the past with printed documents, GPO only had to acquire the document, arrange for its printing or microficheing, and distribute the document to the depository community. Distribution of electronic format information cannot follow the same scenario and be effective because finding information in those electronic products is not the intuitive process it has been with print materials. In order to disseminate information products and services effectively, GPO must focus on the needs of the users of that information. GPO must help them match their information needs with the raw data in electronic format and connect with the technical knowledge, skills, and expertise required to process that raw data into relevant information. Can the traditional role of GPO/LPS as a distributor of publications be philosophically and strategically stretched to include training in use of electronic products and/or development of software products to assist in utilizing electronic formats?

Technical support necessary for effective use of electronic information falls into three main categories: software, human resources, and training/education.

#### A. Software

- i. User-friendly features
  - a. Seamless to user
  - b. Command structure should remain the same so that the user does not need to relearn the software with each upgrade
  - c. Easy to install
  - d. Simple to use in the sense that learning curve is relatively brief and

commands are intuitive to those somewhat familiar with other software packages

- e. Ability to download data onto floppy disks
- ii. Open file structures permitting various software packages to be utilized with CD-ROM's
 

Example: With Census CD-ROM's the "go" software allows "entry level" access to data, "EXTRACT" more advanced access, and finally "dBase" provides the most flexibility with the data. Do most depository libraries have the expertise, time, and or funding to support dBase access and training for patrons? Agency "should" provide minimal level of software access.
- iii. Software for network that has the capability to handle all types and formats of information (i.e. text, image, and voice)
- iv. Documentation - Printed documentation available for every electronic source
- v. Software should provide access to all data on disk
- vi. Problem of electronic products such as CD-ROMs arriving with no software; that situation combined with hesitation on the part of some agencies to suggest a software product to use with CD-ROMs because they consider that to constitute a commercial endorsement
- vii. Software needed for use with some products can be very expensive
 

Example: software for use With TIGER Line Files is approximately \$2000
- viii. Inconsistencies in what type software is shipped - Will depositories be expected to have all varieties and ages of personal computers on hand to be able to use the products? Can GPO assist with reformatting information to usable diskette or can more of a standardization take place? High Density vs. Low Density 3 1/2" diskettes vs. 5 1/4" Related question of obsolescence - Will older diskettes, CD-ROMs become unusable due to upgrades and technological advances in hardware

#### B. Human Resources

- i. For specific electronic products, where does the buck stop? Is there someone at GPO who will take responsibility for knowing how a particular electronic product can be used, help with bugs, answer questions, etc.? Is it possible to establish a help desk at each agency supplying electronic products so depositories would have a guaranteed contact for questions, assistance? What is the best procedure for assuring continuity in handling and successfully assisting with questions?
- ii. Can GPO take responsibility of providing support staff to answer questions on hardware, software, and specific applications?
 

Example: What are the choices in public domain software that would be appropriate for accessing CD-ROM data at a basic level

#### C. Training/Education.

- i. Workshops need to be given by agency personnel to demonstrate software/CD-ROMs. To help with cost, give priority training to regionals -- then allow regionals to serve as mentors for selectives in their area. The University of New Mexico has given several workshops for other selectives around the state that could be a model for this type of program
- ii. Training Tools
  - a. Video
    - 1) Contents Features of the system, types of information offered, demonstration of retrieval process



- 2) Distributed to all 1400 depository libraries
- 3) Layman language; not library language
- b. Demo disk for computer
  - 1) Similar contents to video demo
  - 2) Interactive
  - 3) Available on both 3 1/2" and/or 5 1/4" disk
  - 4) No copyright restrictions
  - 5) For use by end user, anywhere
- c. "800" number for support.
  - 1) Use a telephone "tree" format; i.e. push "one" for ..., push "two" for..., etc.
  - 2) Technical support for librarian, breakdowns,
  - 3) Information support, where can you find questions, etc.
- d. Responsibility for these tools:
  - 1) GPO staff; all trained in system to respond to "800" number
  - 2) As part of contractual agreement with software provider, development of video and disk will be included.
- iii. Demonstration Library (Libraries)
 

A number of documents librarians have long believed that one of the reasons some paper products have had problems was because the staff at GPO do not often have occasion to come in direct contact with how the materials are processed, maintained, or used in an actual library setting and therefore, less-appropriate decisions have been made of problems have occurred because the inconsistencies or problems did not become apparent until the "rubber hit the road" or the "book hit the shelf" as the case may be. There has been no "laboratory" library to serve as a model or reference point. Is it time to rethink this method of operation, especially in regard to electronic information? If not a possible role for GPO, an alternative scenario would be for certain depositories to be designated the "demonstration" or "laboratory" library for specific items. These designees could be called on to be a partner with GPO in decision-making regarding the products in their area; they could be in a position to quickly bring problems to GPO's attention and to work with GPO in constructively finding solutions that could be shared with the depository community at large, diminishing the frustration level for everyone and thereby, improving access to the information; and they could serve as an expert other libraries could call upon for help in applications.
- iv. Executive (Expert) Loan Program.
 

Because electronic products are not intuitive, depository librarians often do not know what possible applications some products have. One regional depository librarian has expressed frustration that the electronic products don't come with "examples" of the types of information available on the products or the applications that various products provide. While examples on paper would be helpful, the greatest example of all would be an "expert" in a depository library who was creating and using applications to meet specific user needs - someone with complete knowledge of the data and software who was given the opportunity to show how the various products could be applied to answer specific needs for information. The expert could be "loaned" to the depository for an afternoon, several days, or several months. While such a program would most likely not be feasible for all depositories, certain depositories could be selected



and could then serve as an "expert" who would inform and assist the other libraries in those specific applications.

Possible scenarios include:

1. GPO Expert to Depository Libraries
2. Agency Expert to Depository Libraries
3. Industry Expert to Depository Libraries

Submitted by: Teresa Marquez, Beth Duston, Kay Schlueter

## **GPO and Its Electronic Future**

### **Topic 5: Risk Assessment**

A combination of factors, including the strategic framework outlined in GPO/2001 and the implications inherent in a number of legislative initiatives, have placed GPO at the forefront of electronic dissemination of government information. Indeed, the previous topics for discussion at this Council meeting have all dealt with ways that GPO could proceed electronically. It must be remembered however, that GPO's efforts in this arena are not universally supported, nor are they viewed as the only viable alternative. For example, as the diverse group of witnesses testifying at a recent subcommittee hearing on "Creative Ways of Using and Disseminating Federal Information" illustrates (see attachment 1), there are a number of vitally interested stakeholders in the dissemination of government information. Additionally, the vagueness of both NREN and the GPO Visions Report have allowed a number of other groups to step forward with their own plans for disseminating government information (see attachment 2). The matter is further complicated by an uneasiness among the Depository Library Community on the impact that these changes will have on their ability to receive, store, and service government information. While the "New Vision" is generally applauded by the user community, it is in the best interest of GPO and the DLP to be aware of the potential risks and roadblocks to GPO's electronic future so that they can effectively deal with problems should they arise. Toward that end, the following topics are offered as points of discussion to assist GPO in preparing for the new millennium.

- I. Inadequacy of description of type and scope of service(s. under consideration)
  - A. Vagueness of proposal makes it difficult to garner support from other agencies, Congress or the user community
  - B. Cost estimates
    - i. To implement the program
    - ii. To depository libraries
  - C. Potential impact on the Depository Library Program
    - i. Service requirements
    - ii. Retention/downloading/archiving requirements
    - iii. Potential curtailment of dissemination to depository libraries in non-electronic formats
      - a. Dissemination to regional libraries
      - b. Dissemination to selective libraries

- II. Ability of libraries and patrons to use government information in electronic formats
  - A. Pilot project evaluations
  - B. Cost and usage data on DLP Bulletin Board System
  - C. Data on selection of electronic-format items currently available to depository libraries
  - D. Library support and patron service issues relating to the type of dissemination service offered by GPO
    - i. Electronic distribution to all depository libraries
    - ii. Electronic distribution to a selected group of libraries that would act as gateways to other depository libraries
    - iii. Depository libraries would access a centralized GPO database much like as they currently access DIALOG or LEXIS/NEXIS.
  - E. Ease of use, technical documentation, user support for electronically distributed information
- III. Opposition from other providers or recipients of information
  - A. Impact on non-depository recipients of government information
    - i. Access
    - ii. Price
    - iii. Timeliness
  - B. Impact on agency dissemination programs
    - i. Relationship with executive-branch agencies as suppliers of information
    - ii. NTIS
  - C. Impact on non-government disseminators of government information
    - i. Other dissemination proposals
      - a. Community Learning Network
    - ii. Private sector
- IV. Legislative
  - A. Authorization
  - B. Funding
  - C. Alternative legislative proposals

## **Attachment 1**

One Hundred Second Congress - Congress of the United States - House of Representatives - Government Information, Justice and Agriculture Subcommittee of the Committee on Government Operations, Washington, D.C. 20515-5147  
Public Hearing

## **Creative Ways of Using and Disseminating Federal Information**

Wednesday, February 19, 1992 - 9:30 a.m.  
2203 Rayburn House Office Building

## **Witness List**

### **Panel I**

Jack L. Brock, Jr.  
 Director, Government Information and Financial Management  
 Information Management and Technology Division  
 General Accounting Office

Nancy M. Cline  
 Dean of University Libraries  
 Pennsylvania State University  
 University Park, PA

Linda R. Walters  
 Director, Information Management Division  
 Federal Energy Regulatory Commission

### **Panel II**

Robert A. Simons  
 General Counsel  
 Dialog Information Services, Inc.  
 Palo Alto, CA

Paul P. Massa  
 President, Congressional Information Service, Inc.  
 Bethesda, MD

Gail S. Dykstra  
 Senior Director, Policy and Programs  
 Canadian Legal Information Centre  
 Toronto, Canada

## **Attachment 2**

### **The Community Learning Network: A "heads-up" to networkers and educators**

EDUCOM K-12 Networking Project - Last revision: 5 March 1992

Over the past few weeks, a group combining the U.S. Chamber of Commerce (the national office, independent of the local Chambers) and public and private organizations (including the Corporation for Public Broadcasting and the FCCSET Committee on Education and Human Resources of the White House's Office of Science and Technology Policy) has come forward to propose a Community Learning Network (CLN).

Their literature describes the CLN as "...a national learning technology and information delivery system that will interconnect the nation's schools and will be financed through



'shared usage' by the public and private sectors." The educational goals of the Community Learning Network are to "empower educators through technology to use new approaches to individualized learning," and to "stimulate community involvement in education."

The eventual goal of this project is to install millions of "American manufactured high-performance computers" in every school in the nation, all of them tied into the Community Learning Network. An open systems design is explicitly mentioned, to "integrate existing networks avoiding duplication of effort."

An estimated \$250,000 of equipment is to be placed in school settings in the first part of the project. The equipment will include a satellite (receiving and sending) antenna, coder-decoder, large-format video displays, camera, videodisc, CD-ROM and videotape players, controlling server, and 25 workstations. Funds will also provide for refurbishing a video conferencing room and a computer lab, along with networking capabilities, janitorial support and maintenance. These resources are to be provided at no charge to the schools; in return, the schools will agree to allow the resources to be used for training and program access by Federal, state, and local governments, and by businesses. Payments from this usage will recoup the investment of local groups in setting up the facilities.

Potential participants in this effort include many government agencies with interest in training, outreach and information dissemination to the general public. To cite a couple of potential examples: any agency of Federal or state government with information to disseminate or records to access could make this information available through the CLN; likewise, any group needing to train in the local area (for instance, a state agricultural program or an insurance company) can set up a video conference or download a program that could be viewed in evenings or weekends. Modem access by local dial-up is promised, so that mail and text resources could be accessed from anywhere in the local community. The Chamber of Commerce, with its local, regional and state chapters, is obviously a potentially powerful device for stimulating the partnerships that would drive the installation of these systems in the community. Note that such systems could be located in the public library or the city council building as well as in the schools.

...Regarding the CLN, two questions that come to my mind are: how would such a resource be worked into the K-12 classroom - specifically, how would matches between resources and curriculum be made to grow and thrive? And how would the existence of a CLN fit that is going on now in the growth of the Internet and NREN? For example, there are a number of community development approaches being tried, some of which are on the Internet; why not integrate the CLN hardware with the community development viewpoint of, say, Big Sky Telegraph or the FreeNet/National Public Telecommunications Network approach?

The project is under active development at present, with a good deal of excitement about it in some policy quarters in Washington. Many details of implementation, including some critical technical ones, remain sketchy in the information publicly available.

What is clear is that the group developing this initiative is very actively looking for funding sources and collaborators. It appears that the Computing Sciences Technology office (CSTO) of the Defense Advanced Projects Research Agency (DARPA) has awarded funding to the Chamber of Commerce for the Community Learning Network; the amount is not known but the FY 1993 Administration budget request introduced last January contains \$40 million for the CLN. EDU COM has been approached by the principals in this effort to see if we would collaborate with them. Possible areas of collaboration include brokering connections with the postsecondary education community, and developing links between the CLN and NREN systems and resources.

This information was summarized from an email posting by John Clement. For further information contact: Lieutenant Colonel Jim Cary, Director, Community Learning Network Working Group (703) 247-8328 or Mr. Jeff Joseph, VP for Domestic Policy, U.S. Chamber of Commerce (202) 463-5493.



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